CORPORATE AND PERSONAL PROPERTY REGISTRIES

SERVICE PLAN
2004/2005 – 2006/2007

BRITISH COLUMBIA

July 5, 2004

105-03387/

CORPORATE AND PERSONAL PROPERTY REGISTRIES
SERVICE PLAN 2004/05-2006/07

ACCOUNTABILITY STATEMENT

This document is an updated version of the Corporate and Personal Property Registries' (the Registries) business plans which have been published annually since fiscal 1992/93 (now called a service plan). Each year the plan is updated to reflect current initiatives and to confirm our strategic direction. The plan includes the operational plan for fiscal 2004/05 and projections for the following two years. The plan also includes some details on the OneStop Business Registry. However, this registry has its own detailed service plan approved by the Partnership Board.

The key deliverables for fiscal 2004/05 are:

Complete Phase 1 of the new Corporate Online system by connecting the system to the new BC Business Number Hub, improving usability for clients, developing outstanding functionality for office functions and improve the performance of the system to meet expected growth.

Start Phase 2 of Corporate Online by developing one or two more self-serve filings by converting one or two office functions to self-serve, add societies and cooperative associations to the Corporate Online database and develop an online society annual report. As time permits start on initiatives to improve names and search processes, migrate authentication to government standard and develop system-to-system interface for large volume users.

Implement Bill 32 – *Society Act Amendment Act, 2004* and Bill 35 – *Partnership Amendment Act, 2004* by communicating the changes to clients, developing new work processes and training staff.

Assist users with the transformation to the new self-serve model of service delivery and continue to train staff and clients on the *Business Corporations Act* policies and processes.

Stabilize the new OneStop systems, implement any deferred Single Business Number (SBN) project functionality and the WCB complex link, add the Corporate Registry as a Business Number partner, commence marketing of the OneStop Business Registry to the public and program areas, develop a strategy for the electronic integration of new program partners with an emphasis on cost-effectiveness and add one new Business Number partner.

It is possible priorities could change, however, this plan is management's best statement of intentions at this time. All material fiscal assumptions and policy decisions as of March 31, 2004 have been considered in preparing the plan and Registries' management is accountable for achieving the objectives in the plan.

Original signed by:

John S. Powell
Registrar

July 5, 2004

CORPORATE AND PERSONAL PROPERTY REGISTRIES
SERVICE PLAN 2004/05-2006/07

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CORPORATE AND PERSONAL PROPERTY REGISTRIES
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1. STRATEGIC CONTEXT

1.1 VISION

Our ultimate vision is that all information can be submitted or retrieved electronically by our customers from any location at any time.

1.2 MISSION

We contribute to a superior commercial climate in the province by providing the framework to register and deliver information, including:

- creating and registering business and not-for-profit entities;
- registering and securing personal property interests;
- registering ownership and location of manufactured homes;
- integrated business registration to multiple levels of government; and
- issue Business Numbers.

Areas in which it is critical for the Registries to have acceptable results are:

- customer satisfaction with the registration and retrieval of information;
- accuracy and integrity of information, including adequate security measures;
- turnaround time for services; and
- accessibility to each registry.

Other critical areas are:

- be a leader in e-government;
- staff satisfaction, safety, attitude and morale;
- satisfaction of general public;
- compliance with legislation;
- revenue generation;
- impact on business in the province;
- relations with other ministries, governments and related agencies;
- condition of the records, facilities, furniture and equipment;
- operational efficiency; and
- financial condition of the branch.

1.3 VALUES AND LEADERSHIP PHILOSOPHY

1.3.1 Communication

We strive to keep communication clear and open throughout the organization. Any person in any part and at any level of the organization should be encouraged to go directly to any other person in the organization for information or assistance needed to perform his/her job.

1.3.2 Integrity

Each member of the leadership team must promote and maintain a strong relationship of mutual trust, confidence and respect among and between all members of the organization. Each individual in the organization must strive toward absolute integrity in his/her relationships with all others, both within and outside the organization.

1.3.3 Innovation

We are committed to continuous improvement of products and services, and support and reward innovation.

1.3.4 Teamwork

We foster teamwork and recognize that sharing information and supporting each other is critical to our success.

1.3.5 Responsibility

Every individual should be empowered to fulfill his or her responsibilities. Sharing responsibility with a subordinate does not in any way diminish the responsibility of the supervisor.

1.3.6 Performance

Every individual in the organization should know what types of results he/she is responsible for. Evaluation should focus on those results.

1.4 PRINCIPLES

1.4.1 Service and Quality

Service
Serve customers in a professional manner with a friendly, caring attitude.

Quality
Maintain accurate and current information systems. Correct mistakes quickly, to the customer's satisfaction. Communicate with clients and continue to enhance our systems to meet their needs.

Client Education
Educate and inform our clients for mutual benefit.

Legislation and Practices
Develop, maintain and regularly review administrative policies and practices for consistency with client needs. Foster and administer legislation in a manner consistent with good business practices and quality service.

1.4.2 Business Practices

Leadership
Maintain managerial and technical excellence and leadership.

Resource Utilization
Resources will be used efficiently, effectively and economically, and will be consistent with branch goals and objectives.

Organization Structure
Maintain a flexible and functional organizational structure based on our principles.

Information Systems
Information systems will meet the business needs of our customers and legislation, in an efficient and user-friendly manner.

Financial Management
Management of the branch's finances will be in accordance with ministry financial policy and procedures, and consistent with branch goals and objectives.

Revenue Generation
All revenue will be collected as established by legislation and optimized by decreasing the cost of that collection.

1.5 PLANNING CONTEXT

1.5.1 External Factors – Environment Scan

Government Environment
The workforce reductions that occurred over the last two years will impact program resources, and organizations will be expected to continue to do more work with fewer staff while being expected to maintain or improve service.

Ministries will continue to explore alternative service delivery such as Public Private Partnerships (P3's), privatization or contracting out.

There will be increasing demands for equal access from the various regions within the province.

Many government services (e.g. workstation support, BCBC) are being outsources and initially causing Registries more work.

Freedom of information and protection of privacy will place demands and restrictions on the information we provide.

People Issues
As seniority levels rise, staff will work fewer hours during the year (increases in vacation etc.)

Staff will want more flexible hours and will explore alternate work arrangements.
The Registries' downsizing plan will result in the reduction of eight additional staff over the next year.

Almost all of the staff that will be in the Registries three years from now are in the office now and will be approaching retirement age in the next five years (succession planning issues).

Staff will require increased knowledge and skills, and much of the skills development will occur within the organization.

There will be a continuing demand for increased employment equity.

There will be pressure for consensus building.

Work environment must be free of harassment.

Client Demands
Historical changes in incorporation and registration rates will continue, in line with changes to population and economic growth.

Clients will continue to expect improved services and user friendly, fast, responsive computer systems.

Clients expect increased services to be provided via the Internet. However, the impact of government requiring them to use electronic services will be difficult for some and these clients will need to use third parties such as lawyers or a service provider.

With the new *Business Corporations Act*, there will be a dramatic reduction in priorities and incorporation certification. This will result in reduced revenues. However, improved access to information may result in service increases elsewhere.

Technology Changes
The shift to mandatory electronic filing will increase the use of Web-based technology. The Corporate Online system uses this technology. Major clients want system-to-system interfaces to avoid duplication of effort.

Major Future Legislative Changes
The government's initiative to reduce red tape for business and citizens will require one–third of the regulatory requirements be cut by fiscal 2004/05.

The *Society Act* will be updated this year to reduce "red tape" - including any unnecessary filings to streamline the regulatory burden and to enable electronic filing of society documents.

The *Partnership Act* will be updated this fiscal year to allow the creation and registration of Limited Liability Partnerships for anyone.

1.5.2 Internal Factors – Critical Issues

Government Environment
The downsizing started in fiscal 2002/03 is nearly complete. Some programs were substantially reduced.

People Issues
Staff are striving to balance their home and work lives.

The continuing downsizing and subsequent retirement boom will create a shortage in knowledge and skills.

Changes in technology, legislation and other external factors will have a human resource impact.

The government downsizing has a negative impact on employee morale.

Staff will require new skills, either for working in the Registries or elsewhere in government.

Client Demands
Major volume fluctuations cannot be predicted, however, volumes will change in line with population and economic growth.

Technology Changes
New technology recently implemented needs to succeed and clients embrace it, or Registries will not be able to meet its ongoing budget targets.

Legislative Changes
The Registries are dependent upon the Finance and Corporate Sector Policy Branch, Legislative Counsel and Cabinet to support legislative changes, as well as Treasury Board to fund support systems.

Space
The Registries will have surplus space due to downsizing the staff. Further, once transition to the new *Business Corporations Act* is complete (fiscal 2005/06), most of the historical company records on paper could be stored off site and our space requirements will be significantly reduced.

2. STRATEGIC SHIFTS

2.1 STRATEGIES

The strategic shifts being undertaken by Registries are:

- From predominantly paper based registries to electronic registries where paper is no longer the legal record but the database is the legal record.
- From mail and over the counter service to self-help over the Internet.
- Reducing the information filed to streamline and reduce red tape for business and citizens.

2.2 GOALS – FISCAL 2004/05 TO FISCAL 2006/07

- Complete the downsizing of Registries in fiscal 2004/05 to meet government's commitment to balance the budget.
- Improve the quality of information for which we are responsible (e.g. accuracy, security, completeness and integrity).
- Increase electronic access to information. This includes both electronic submission and retrieval of information.
- Decrease turnaround times for the remaining paper based services.
- Continue to reduce the regulatory burden on business and citizens to meet the government's objective of a 1/3 reduction by the end of fiscal 2004/05.
- Improve the involvement and commitment of staff in meeting organizational goals.

Other critical goals to maintain or improve are:

- staff morale;
- client relations;
- ratio between revenue and expenditures; and
- good management practices.

3. CONSISTENCY WITH GOVERNMENT PRIORITIES

3.1 STRATEGIC DIRECTION

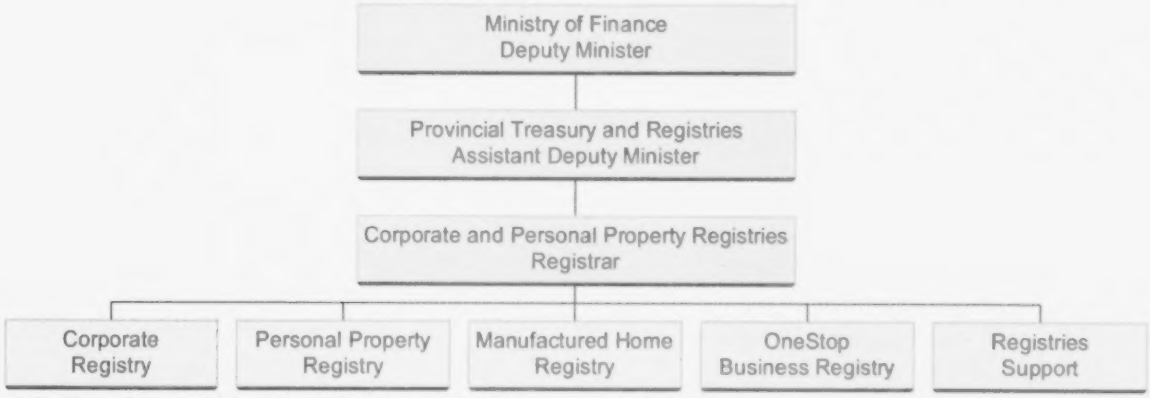
The strategic direction of Registries meets government priorities by:

- Reducing the cost of government by Increasing Efficiencies.
- Reducing Red Tape and regulatory burden on BC business and contributing to a superior commercial climate.
- Working with the technology industry to capitalize on the tremendous potential for growth and job creation.

4. CORE BUSINESS AREAS AND GOALS

4.1 ORGANIZATIONAL STRUCTURE

The Registries is comprised of four separate registries and the support required for each registry.



4.2 FINANCIAL MANAGEMENT AND REGULATION

The Registries goals and objectives are supported by one Ministry of Finance core business activity – effective financial management and regulation. The Registries provide registration services to support business activities in the province.

4.2.1 Corporate Registry

The role of the Corporate Registry is to register and maintain information concerning various types of corporations and firms, and to provide that information to the public, government agencies and the business/legal communities. While the registrar has some regulatory responsibilities under the legislation, the Corporate Registry does not exist to manage, direct or intervene in the conduct of any of these entities.

The information available from the Corporate Registry is created as a result of the incorporation of BC companies, societies, cooperatives and the registration of proprietorships/partnerships and extraprovincial companies. As each new entity is created or registered and pre-existing companies transition, an electronic file is created. This file contains the name and registered address of the entity, the name and address of the principals, the date of incorporation or registration, the Notice of Articles, as well as other miscellaneous information.

The first step in creating or registering a legal entity is the approval and reservation of the corporate or business name. The registrar has the authority to approve or reject a name for any good or valid reason. Once the name is approved and reserved, the next step is to incorporate a corporation (a company, society or cooperative) or register a proprietorship/partnership or an extraprovincial company. If the service exists electronically, then the client must use the electronic service.

All incorporated entities must also file certain documents to ensure the information provided to the public is up-to-date. Failure to file these documents may result in the dissolution of the corporation.

Restoration is the only remedy for a dissolved corporation. At times, a corporation may alter its rules of conduct, change its name or amalgamate with another entity or entities. These alterations are also filed electronically and do not take effect until filed by the registrar.

The registrar does not have the authority to intervene in the private affairs of any entity. Nevertheless, members of the general public who have a complaint regarding the conduct of a company, society or cooperative are provided advice and guidance on how to proceed in resolving a dispute.

Decisions made by the registrar affecting any party may be appealed. Similarly, the Office of the Ombudsman is available to individuals who feel the registrar has not dealt with an issue in an appropriate manner, and the affected party has exhausted the appeal process under the legislation. This process allows for independent assessment to ensure administrative integrity has not been compromised.

4.2.2 Personal Property Registry

Registration in the Personal Property Registry is by notice filing. Upon request and payment of the prescribed fees, all of the liens created against personal property in the province are registered, whether the property belongs to a corporation or an individual. Registration establishes priority positions between competing liens in personal property. It provides the information base for the enquiry and search system.

Customers must search the registry and register their own liens and discharges electronically through BC OnLine.

4.2.3 Manufactured Home Registry

The role of the Manufactured Home Registry is to register and maintain details of ownership and location of all manufactured homes registered in the province. Information maintained in the Manufactured Home Registry protects owners and purchasers of manufactured homes and improves the security of lenders in financing purchases of manufactured homes. No sale, transfer or purchase of a manufactured home in British Columbia is effective unless the transaction is registered in the Manufactured Home Registry.

The Manufactured Home Registry ensures taxing authorities collect any outstanding taxes before a manufactured home moves to a new location through the issuance of transport permits. Most services are provided electronically through BC OnLine.

4.2.4 OneStop Business Registry

A new business unit in the Registries was established to enable the delivery of programs to businesses through a new single business number identifier. The unit's core business areas are:

BC Business Number Hub
The BC Business Number Hub provides the ability for each BC business interacting with the public sector to be assigned a Business Number (BN) - a unique identifier that makes working with the public sector simpler, easier, and more convenient.

Business Registration
The OneStop Business Registry enables a business to register with multiple public sector agencies in one step.

Business Address Change
The OneStop Business Registry enables a business to notify multiple public sector agencies of an address change, in one step.

4.2.5 Registries Support

The Information Systems Group supports all systems development and operational activities within the branch. The Operations Support Unit of the Registries is responsible for receiving and distributing all documents received in the branch, processing all payments, managing the branch finances, providing administrative support services and is responsible for employee development issues in the branch.

4.3 ONGOING ACTIVITIES

4.3.1 Corporate Registry

- Reserve and change corporate and business names.
- Incorporate, alter, restore and dissolve corporations.
- Register unincorporated entities.
- Register extraprovincial corporations.
- Make records and information available to the public.
- Respond to customer enquiries and provide information to ensure clients are able to use the registry products and services.

4.3.2 Personal Property Registry

- Register and discharge financing statements for security interests (liens).
- Provide search requests electronically to clients to provide information regarding registered liens and encumbrances.
- Respond to customer enquiries and provide information to ensure clients are able to use the system as well as possible.
- Establish and maintain client codes.
- Mail verification statements.

4.3.3 Manufactured Home Registry

- Register all manufactured homes, cautions, tax sale notices and miscellaneous notices.
- Record transfers of ownership.
- Authorize exemptions.
- Approve and issue transport permits.
- Provide searches.
- Provide information to government agencies such as BC Assessment Authority and taxing authorities.
- Provide information to secured parties regarding the movement of their security.

4.3.4 OneStop Business Registry

- Provide integrated business registration, business address change and Business Number services.
- Advocate for integrated public sector services to BC businesses and cultural and process changes among partners.
- Operate efficient and effective services for the public and partners.
- Increase market penetration in terms of number of businesses served, public sector partners and breadth of services offered.

4.3.5 Information Systems

- Plan future information system directions, for both application and technological issues.
- Coordinate all systems maintenance and development activities.
- Support and administer day-to-day activities for Registries applications.

4.3.6 Operations Support

- Receive and process all payments.
- Reconcile and manage all revenues.
- Receive, sort and distribute all mail and documents.
- Prepare and manage the branch budget.
- Make payments.
- Make refunds.
- Coordinate staff training.
- Organize facilities, space and phones.
- Statistical reporting.
- Order and administer all goods and supplies.

4.4 ONGOING OUTPUTS AND MEASURES

4.4.1 Corporate Registry

- Number of names processed/appealed.
- Number of entities registered, incorporated or restored.
- Number of entities dissolved.
- Number of filings processed.
- Number of rejections.
- Number of searches.

4.4.2 Personal Property Registry

- Number of submissions (by various types).
- Number of searches.

4.4.3 Manufactured Home Registry

- Number of initial registrations.
- Number of ownership changes.
- Number of exemptions.
- Number of transport permits.
- Number of searches.

4.4.4 OneStop Business Registry

- Number of completed business registration transactions.
- Number of completed address change transactions.
- Number of Business Number accounts created.
- Number of program partners (by account) participating in OneStop Business Registration.
- Number of program partners (by account) participating in OneStop Business Address Change.
- Number of Business Number partners (by account).
- Percentage of each partner's business registration transactions going through OneStop as a percentage of each partner's total transactions.
- Reported user satisfaction.
- Reported partner satisfaction.

4.4.5 Information Systems

- Speed with which problems are corrected or referred to technical specialists.
- Completing projects on time and on budget.
- Number of people using PCs well.

4.4.6 Operations Support

- Payments received in the office.
- Total branch revenues.
- Turnaround times.
- Number and value of refunds.
- Expenditures versus budget.
- Number of payments processed.

4.5 STRATEGIES AND MEASURES

The following table outlines the goals, objectives, strategies, and performance measures that support the ministry core business activity of effective financial management and regulation. These strategies and measures are currently in development and will be reviewed, revised, and expanded as the service plan is implemented.

Core Business Activity 2: Effective financial management and regulation.

Goals/Objectives	Strategies	Performance Measures	Benchmark/ Baseline 2003/04	Targets 2004/05	2005/06	2006/07
• reduce operating costs	• downsize the number of staff	• number of FTEs	78.2	52.0	43.5	43.5
• increase the use of electronic services	• build new electronic transactions to enable clients to deal with Registries	• # of documents that can be registered electronically	PPR: 4 of 4 CR: 10 of many MHR: 4 of 4	PPR: 4 of 4 CR: 15 of many MHR: 4 of 4	PPR: 4 of 4 CR: 20 of many MHR: 4 of 4	PPR: 4 of 4 CR: 20 of many MHR: 4 of 4
		• percentage of registrations remote	PPR: 100% base 100% discharges 100% renewals 100% changes CR: 85% names 60% partnerships 90% ARs MHR: 75% regn's 75% transports	PPR: 100% base 100% discharges 100% renewals 100% changes CR: 90% names 80% partnerships 100% ARs 100% Incorps MHR: 85%	PPR: 100% CR: 95% MHR: 85%	PPR: 100% CR: 95% MHR: 85%
		• percentage of searches remote	PPR: 99% CR: 97% MHR: 93%	PPR: 100% CR: 98% MHR: 99%	PPR: 100% CR: 98% MHR: 98%	PPR: 100% CR: 99% MHR: 99%
• improve the financial condition of the Registries	• reduce staff costs for performing services	• cost recovery ratio of each registry, except OneStop Business Registry	5.5	11.4	10.9	11.2
• reduce the regulatory burden	• cut legislation, regulations and policy requirements on business by ⅓ (based on 2002 count of 20,503)	• number of requirements	CR: 7,340 PPR: 2,039 MHR: 500 Total: 9,879	CR: 7,331 PPR: 2,039 MHR: 500 (51.9% reduction) Total: 9,870	CR: 7,331 PPR: 2,039 MHR: 500 Total: 9,870	CR: 7,331 PPR: 2,039 MHR: 500 Total: 9,870

4.6 COST RECOVERY RATIOS

The cost recovery ratio is the net revenue generated for every dollar spent. For example, a ratio of 5.03 means the Registries generates $5.03 for every dollar spent.

Cost figures are for operating costs, including all amortization costs.

All figures are $'s.

	2003/04 Business Plan	2003/04 Actual	2004/05 Projected	2005/06 Projected	2006/07 Projected
Personal Property	59.9	26.6	65.6	78.7	80.3
Manufactured Homes	1.1	2.1	5.2	4.1	4.2
Corporate Registry	4.0	4.3	8.6	8.3	8.5
TOTAL	5.3	5.5	11.4	10.9	11.2

	2003/04 Business Plan	2003/04 Actual	2004/05 Projected	2005/06 Projected	2006/07 Projected
OneStop Business Registry			1.0	1.0	1.0

Note that for calculating ratios, only operating costs (including amortization) are used.

5. RESOURCES

5.1 BUDGET ALLOCATION (OPERATIONS AND CAPITAL)

The fiscal 2003/04 Budget and Actual figures are for the Corporate Registry, Manufactured Home Registry and Personal Property Registry and support groups only. The fiscal 2004/05 Budget and fiscal 2005/06 and 2006/07 Forecast include the OneStop Business Registry.

All figures are times $1,000.

STOB Code	Description	2003/04 Budget	2003/04 Actual	2004/05 Budget	2005/06 Forecast	2006/07 Forecast
Registry Operations						
E50A	Salaries	3,645	3,488	2,542	2,152	1,800
E51A	Supplemental Salaries	26	69	54	54	54
E52A	Employee Benefits	829	773	584	495	414
E55A	Commissions, Boards	2	1	0	0	0
E57A	Travel	20	16	43	43	43
E59A	Shared Services	800	796	1,528	1,571	1,560
E60A	Contracts	125	251	174	177	181
E63A	Systems Operations	1,123	1,075	1,026	1,326	1,238
E65A	Office and Bus. Exp.	750	685	810	871	652
E67A	Info Advert. & Publications	0	7	0	0	0
E68A	Statutory Notices	115	169	12	0	0
E69A	Utilities Material & Supply	0	1	0	0	0
E73A	Amortization costs	550	32	560	790	970
E75A	Building Occupancy	602	593	560	663	306
E77A	Transfers/Grants	0	48	0	0	0
E85A	Other Expenses	0	55	66	58	56
	Sub-Total	8,587	8,059	7,959	8,200	7,274
	Less Recoveries	1,395	1,096	4,646	4,690	3,764
NET OPERATING TOTAL		7,192	6,963	313	3,510	3,510

STOB Code	Description	2003/04 Budget	2003/04 Actual	2004/05 Budget	2005/06 Forecast	2006/07 Forecast
Capital						
E02A	Furniture and equipment	10	0	0	0	0
A07A	Development and servers	2,190	2,313	0	0	0
A08A	PC's and Peripherals	100	19	0	0	0
A09A	Major System Software	0	0	1,587	1,700	1,100
E10A	Tenant Improvements	0	0	0	200	300
CAPITAL TOTAL		2,300	2,332	1,587	1,900	1,400

Most of the capital funds are required to develop and implement systems and procedures for the new *Business Corporations Act*.

5.2 FTE ALLOCATION

Unit	2003/04 Budget	2003/04 Expected Actual	2004/05 Budget	2005/06 Forecast	2006/07 Forecast
Corporate Registry①	46.5	49.8	26.5	22.0	22.0
Personal Property Registries	6.0	6.6	3.0	2.5	2.5
OneStop Business Services	3.0	1.8	6.5	6.5	6.5
Management and all Support functions②	19.0	20.0	16.0	12.5	12.5
TOTAL	74.5	78.2	52.0	43.5	43.5

① Includes Corporations Unit, Names/Partnership Unit and Society Section.
② Includes management, support, Systems Group and Operations Support Unit.

In fiscal 2004/05, with the implementation of Phase 2 of the Business Corporations Act Project and electronic filings under the *Society Act*, it is anticipated there will be a further reduction of approximately 8 staff. Since reductions happen near year-end, the full impact on FTE utilization is not realized until the following year.

5.3 REVENUE

All figures are times $1,000.

Area	2003/04 Service Plan	2003/04 Actual	2004/05 Projected	2005/06 Projected	2006/07 Projected
Personal Property	12,932	12,240	12,485	12,734	12,989
Manufactured Homes	820	904	922	941	959
Corporate Registry	26,798	28,853	26,607	27,139	27,682
Gross Revenue	40,550	41,997	40,014	40,814	41,630
Less: refunds, recoveries, BC OnLine and CITS Costs	2,250	3,600	2,350	2,397	2,445
TOTAL	38,300	38,397	37,664	38,417	39,185

Note: The 2004/05 projected revenue of $37,664 is down from 2003/4 since approximately $1 million of revenue normally earned from priority fees will no longer be generated, as most services are online.

5.4 INFORMATION RESOURCE MANAGEMENT PLAN

The main activity for the Corporate Registry is completion of Phase 1 of the Business Corporations Act Project and making substantial progress on Phase 2 work.

Corporate Online is tied in closely with some of the government's ESDI initiative. The main link is that the Corporate Registry gives birth to all British Columbia companies and, therefore, is the foundation for the BC Business Number Hub. It is also the starting point for assigning a BCeID.

Corporate Online was implemented on March 29, 2004. The first quarter of fiscal 04/05 will focus on cleaning up implementation issues, and preparing for Phase 2 work. The main activities anticipated include:

- Connect Corporate Online to the BC Business Number Hub.
- Make improvements to Corporate Online user interface to reflect client experience during the initial months of production.
- Add further functionality for BC and extraprovincial companies.
- Add additional self-serve filings for BC and extraprovincial companies.
- Implement the amendments to the *Society Act*. This will include streamlined registrations plus a self-serve annual report. It will also migrate society information to the BC Business Number Hub.
- Create a system-to-system interface so large clients (usually law firms) can transfer data in their corporate record systems to Corporate Online without re-entering it.
- Migrate Corporate Online authentication to the government standard identified by the Government Authentication Project (GAP). This is likely to be BCeID.
- Create a complex link to the OneStop Business Registration (OSBR) system so that data for an incorporated company will be sent to OSBR so clients will not need to re-enter it.

The Registries assumed responsibility for OneStop Services operations in early 2004. Fees for related Corporate Registry services cover the costs for this new operation. During 2004/05 OneStop will focus on issues arising from the initial implementation, and adding new partners. The Registries expects to make electronic filing for proprietorships and partnerships – done through OSBR – mandatory.

The Personal Property Registry will be reviewed for further cost savings, particularly relating to paper that is sent out to clients. The Manufactured Home Registry system will be reviewed to provide a consistent user interface to clients.

APPENDIX A

2004/05 PROJECT PLANS

Corporate Registry

Project	Description	Start Date
Business Corporations Act Project – Phase One	Make any necessary changes to Corporate Online to ensure phase one works properly.	March/04
Connect to the BC Business Number Hub	Add functionality to Corporate Online so that it will send information to the BN Hub so a client will receive the new BN for a company as part of the incorporation process.	March/04
Business Corporations Act Project – Phase Two	Development of the second phase of the Corporate Online system. In addition to other projects listed elsewhere in this section, this will include some or all of: • Improve user interface. • Add further functionality for BC and extraprovincial companies. • Create a system-to-system interface so large clients (usually law firms) can transfer data in their corporate record systems to Corporate Online without re-entering it. • Create a complex link to the OneStop Business Registration (OSBR) system so that data for an incorporated company will be sent to OSBR so clients will not need to re-enter it.	June/04
Society filings	The filing requirements for societies will be examined and streamlined. Subsequently, electronic submission of the streamlined filing will be implemented.	Fall/04
Limited Liability Partnerships	Provide mechanism so clients can register Limited Liability Partnerships.	Summer/04
Make electronic submissions for partnerships mandatory	Partnership registrations can be filed electronically through the OneStop Business Registration (OSBR). After OSBR is upgraded as part of the Single Business Number initiative, this may be made a mandatory electronic submission.	Fall/04

Manufactured Home Registry (MHR)

Project	Description	Start Date
Improve information for clients	Information available to clients to assist in proper filing of documents will be improved. A major focus will be on upgrading the MHR Web site.	Fall/04
Improved user interface	Provide a consistent interface for all transactions.	Spring/05

Personal Property Registry (PPR)

Project	Description	Start date
Combined vehicle search	Work with BC OnLine and ICBC to create a combined PPR liens search and ICBC vehicle damage search.	Fall/04
Mailing of verification statements	Transfer the mailing out of the remaining verification statements to BC Mail Plus.	Summer/03
Upgrade search screen	Upgrade the PPR search transaction for Web access. After this is in place, only electronic searches will be supported. This will include the provision of payment by credit card for occasional users.	Spring/05
Name search algorithm	Review and recommend alternatives to the current SSA names algorithm for business names and individual names.	2005
System re-write	Examine feasibility of re-writing the PPR system.	2005

OneStop Business Registry

Project	Description	Start Date
OneStop Business Registration (OSBR) system stabilization	Implement deferred Single Business Number project functionality and stabilize system.	Spring/04
WCB Complex Link	Implement complex link with WCB so that data elements already entered in OSBR may be pre-populated into WCB screens.	Spring/04
Add Corporate Registry as Business Number (BN) partner	Build BN Manager and integrate with BC BN Hub so that Corporate Registry may be added as OSBR partner.	Spring/04
Add partners	Develop a strategy, with an emphasis on cost-effectiveness, for the electronic integration of new program partners. Add more partners to both OSBR and BC BN Hub.	Spring/04
Market OSBR to public and program areas	Implement strategies recommended in Marketing Plan.	Summer/04

Projects Initiated by Other Offices

Project	Description	Start Date
Government Authentication Project (GAP)	Work with central government agencies to support implementation of an authentication system for electronic commerce. This likely will include migrating Corporate Online to usage of BCeID.	Fall/04
Deregulation	Under the government's initiative to reduce unnecessary red tape and regulation by 1/3 within three years, the Registries will review all legislation, regulations and policies administered by our office.	Spring/02

General Office Projects

Project	Description	Start Date
Office re-organization	Make necessary office changes to support reduced staff complement in general, and the *Business Corporations Act* in particular.	Spring/04
Administrative Records	Implement the Administrative Records Classification System (ARCS) for administrative areas of the Registries.	2001
Records Classification	Obtain approval for the ORCS classification system that was developed in 1999 and implement the operational activities required to support it. This is currently awaiting legislative approval.	2002
Upgrade workstations	Migrate all computers to current versions of Windows operating system and Office application software. Staff training will be required.	Fall/04
Upgrade to Ethernet	Migrate the local area network from token ring to Ethernet wiring and protocol.	Fall/04
Staff development	Provide opportunities for staff to enhance skills for other employment opportunities.	Ongoing
Business Continuation Planning	Maintain the Registries' Business Continuation Plan and conduct an annual test.	Ongoing
Systems disaster recovery	ITSD has a plan to recover mainframe computers and operating systems. The Registries will continue to participate in testing this plan.	Ongoing

APPENDIX B

FEE INFORMATION

Common Services - Corporate and Personal Property Registries

Service	2004/05	2003/04 (if different)
Search – Through BC OnLine	$ 7.00	
Search – By government staff	10.00	
Photocopy (per page)	0.50	
Certified Copy – Basic Fee	25.00	
Priority	100.00	

Corporate Registry – General **(applies to corporations, societies, cooperative associations and partnerships/proprietorships)**

Service	2004/05	2003/04 (If different)
Name Reservation	$ 30.00	
Certificate of Good Standing – Basic Fee	25.00	
Certificate of Status – Basic Fee	25.00	
Letter Under Seal – Basic Fee	25.00	
Prevetting	100.00	

Corporate Registry – Corporations

Service	2004/05	2003/04 (If different)
Incorporation	$ 350.00	
Register Extraprovincial Company	350.00	
Convert a special Act corporation to a BC company	100.00	
Amalgamation	350.00	
Change of Name	100.00	
Notice of Alteration	100.00	
Continue In	350.00	
Continuation Out	350.00	
Restoration – Basic Fee	350.00	
Future dated filing	100.00	
Withdraw a future dated filing	20.00	
Annual Report	43.39	
Transition Package	40.00	
Reserve an Assumed Name	30.00	
Corporate document, no other fee	20.00	

Corporate Registry – Societies

Service	2004/05	2003/04 (If different)
Incorporate, amalgamate or restore a society	$ 100.00	
Register, amalgamate or restore an extraprovincial society	100.00	
Change of Name	50.00	
Change of Name – Extraprovincial Society	50.00	
Special Resolution	50.00	
Occupational Title Protection	300.00	
Annual Report	25.00	
Society document, no other fee	15.00	

Corporate Registry – Cooperative Associations

Service	2004/05	2003/04 (If different)
Incorporate, amalgamate or restore a cooperative association	$ 250.00	
Register, amalgamate or restore an extraprovincial cooperative association	250.00	
Change of Name	100.00	
Alter Memorandum or Rules	70.00	
Annual Report	30.00	
Cooperative Association document, no other fee	20.00	

Corporate Registry – Partnerships/Proprietorships

Service	2004/05	2003/04 (If different)
Register Partnership/proprietorships	$ 40.00	
Register Limited Partnership	165.00	
Register Limited Liability Partnership	275.00	N/A
Amend Limited Liability Partnership registration	30.00	N/A
Limited Liability Partnership Annual Report	35.00	N/A

Personal Property Registries – General (applies to Personal Property Registry and Manufactured Home Registry)

Service	2004/05	2003/04 (if different)
Combined MHR/PPR search – Through BC OnLine	$ 12.00	
Combined MHR/PPR search – By government staff	15.00	

Personal Property Registries – Personal Property Registry

Service	2004/05	2003/04 (If different)
Financing Statements (per year)	$ 5.00	
Financing Statements (infinity)	500.00	
Financing Change Statements - Renewals (per year)	5.00	
Financing Change Statements – Renewals (infinity)	500.00	
Financing Change Statements – Other	10.00	
Manufactured Home under *Family Relations Act* – Through BC OnLine	10.00	
Repairers Lien – Through BC OnLine	5.00	
Additional verification statement	10.00	
Secured party or registering party code/name address change on multiple registrations	100.00	

Personal Property Registries - Manufactured Home Registry

Service	2004/05	2003/04 (If different)
Registration	$ 50.00	
Transfer of Ownership	50.00	
Exemption Orders	50.00	
Transport Permit	25.00	
Caution	20.00	
Replacement Decal	10.00	
Registration of documents affecting a document on file	15.00	
Extension of Time Order	10.00	

Proposed New Fees

No new fees proposed for fiscal 2004/05.